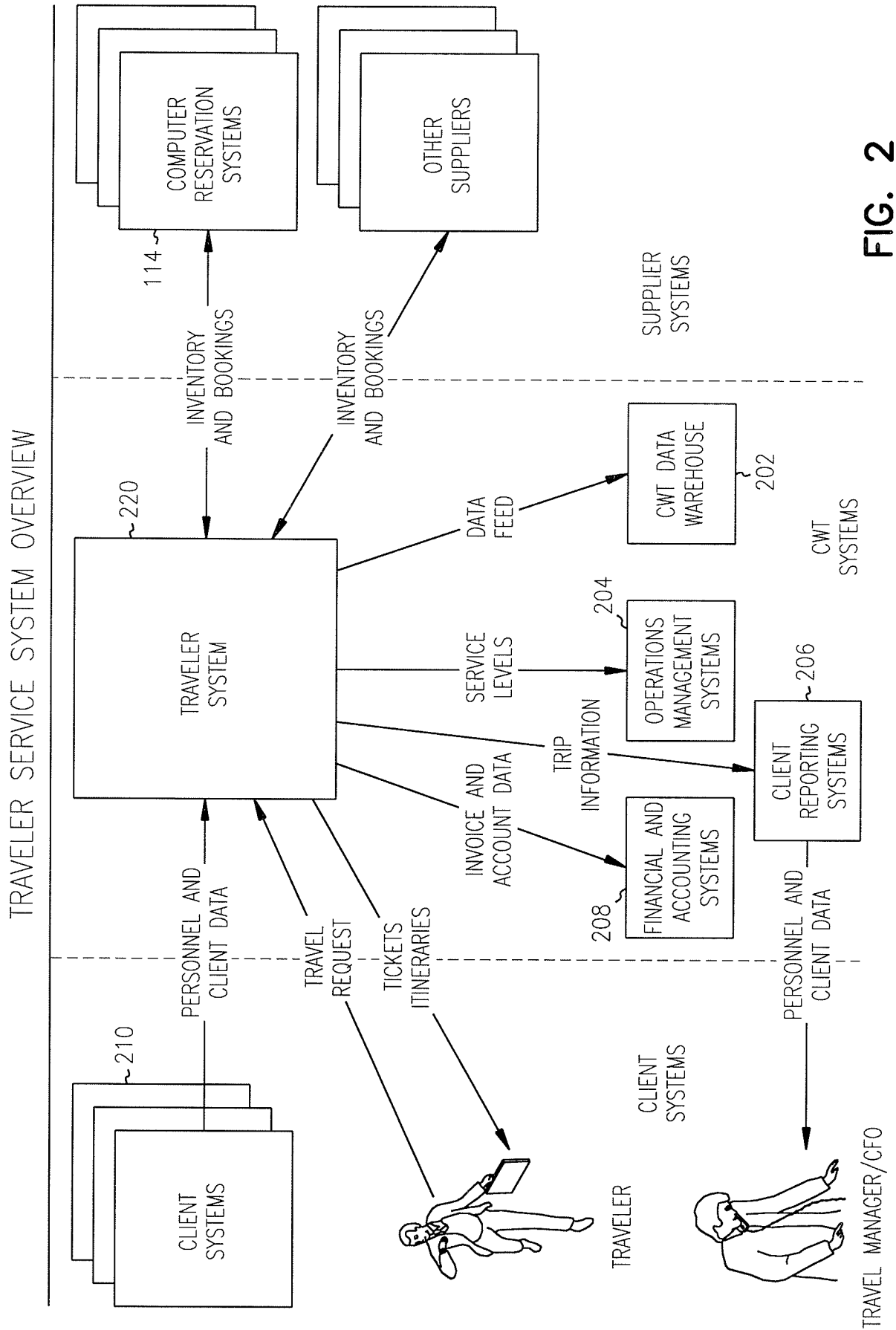


FIG. 1



TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS

INVENTOR'S NAME: Greg Udelhoven, et al.

SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

3/63

Carlson
Wagonlit
Travel

User identifier: j_doe

User password: *****

OK Cancel

FIG. 3

4/63

400

412

402

404

410

408

406

Traveler Service System - Gulzar, Amir
File Edit Use Functions Open Work Help

Pat M. Johnson
Callari, James gardner
Phone:

Pat M Johnson
Medtronic
Information Technology
Dunkirk, Minnesota

Premium Offerings
Frequent flyer upgrade
Duplication codes
Meet and greet

Profile Summary
Information is verified.
Active 09AUG98 to 25DEC00.
PIN #: 10001
Traveler type: Project Management

Policy Summary
No Rebill
Require Authorization B4 Booking
Allow Corp Credit Card Override
Use CWT WSP/Support Svc

Travel Order
New Travel Order
Open Existing Order...
Print Order Details

Component Summary (Ctrl+P)
Air... [F5] Car... [F6] Hotel... [F7]

Category	Component	Description
Air	15JUN NW559 MSP DEN	Note: Airport may require departure taxes & check-in
Ticketing	15JUN NW559 MSP DEN	Note: Electronic Ticket - receipt and boarding pass issued at gate.
Air	15JUN NW559 MSP DEN	Note: Reconfirm International flights at least 72hrs in advance
Air	15JUN NW559 MSP DEN	Note: Reconfirm Flights-Southwest does not advise of schedule changes
Ticketing	18JUN UA1763 DEN LAX	Note: Multiple tickets issued for lower airfare - several receipts enclosed.
Air	TravelOrder	Note: Special fare/routing ticket-change/cancellation may result in fare change or penal

Additional Details
Locator: RVMS5G
NW - Northwest Airlines 559
Ticket #: Not ticketed
Associated Remarks: Note:
Airport may require departure taxes at check-in
Notes: Electronic Ticket - receipt and boarding pass issued at gate.
Note: Reconfirm International flights at least 72hrs in advance
Note: Reconfirm
Flights: Southwest does not advise of schedule changes
Special Request: None

Remarks Summary List
Category Component Description
Air 15JUN NW559 MSP DEN Note: Airport may require departure taxes & check-in
Ticketing 15JUN NW559 MSP DEN Note: Electronic Ticket - receipt and boarding pass issued at gate.
Air 15JUN NW559 MSP DEN Note: Reconfirm International flights at least 72hrs in advance
Air 15JUN NW559 MSP DEN Note: Reconfirm Flights-Southwest does not advise of schedule changes
Ticketing 18JUN UA1763 DEN LAX Note: Multiple tickets issued for lower airfare - several receipts enclosed.
Air TravelOrder Note: Special fare/routing ticket-change/cancellation may result in fare change or penal

Wrap-up... [F9] Order History... Emulator... Cancel Order Save Order Close Order

Profile... [F2] Policy... [F3] Clear Traveler

Phone OK NonPhone

FIG. 4

5/63

500

Maintain Traveler Information

1) ID 2) Address 3) Communication 4) Air 5) Car 6) Hotel 7) Credit Card 8) International 9) Rail

Traveler

First name: Rick Middle name: Last name: Anderson Suffix: Reset Password

PIN name: Human Resource ID: 0001112 PIN: Birthdate: 07/01/1970 Passenger type: Adult Arranger List... Re-Generate PIN

Client Related

Name: Mercury Three Sub unit: Sales Associates Traveler type: VIP Edit...

Activation date: 04/01/1999 Expiration date: 12/31/2001 Initial verification ☒ Traveler List...

Reporting

Description	R	P	Type	Value
HOLD			<input checked="" type="checkbox"/> Traveler Static	QWER-7890
Department Number			<input checked="" type="checkbox"/> Transactional	
HOLD			<input checked="" type="checkbox"/> Sub Unit Static	

Editable at: TIF Activation date: 01/30/2000 Expiration date: 12/31/2099

Default Value: Mask: AAAA-NNNN Minimum: 4 character(s) Value: QWER-7890 Set

OK Cancel

502 504 505

FIG. 5A

6/63

Maintain Traveler Information

Identification Address Communication Air Car Hotel Credit Card

Address

Preferred Type	Line1	City	State	Zip Code
	Home	883 Johnson Ave.	Dunkirk	MN 55993
✓	Work	9475 Appleton Way	Dunkirk	MN 55993

Delete

Type: Home
Mail stop:
Line 1: 883 Johnson Ave.
Line 2:
City: Dunkirk
State: Minnesota Zip: 55993
Country: USA
☐ Preferred Set

Electronic Mail

Type	Address
Personal	
Work	pjohnson@mindware.net

Delete

Type: Personal
Address: Set

OK Cancel

510

512

FIG. 5B

7/63

Maintain Traveler Information

Identification Address Communication Air Car Hotel Credit Card

Telecommunication

Preferred Type	Number
Home Fax	
Home Voice	+1-612-555-9999
Mobile Fax	
Mobile Pager	
Mobile Voice	
✓ Work Fax	+1-610-444-2222
✓ Work Voice	+1-612-555-9987x543

Delete

Type: Home Fax
Number:
☐ Preferred Set

Emergency Contact

Name:
Relationship:
Number:

OK Cancel

514

516

518

FIG. 5C

8/63

Maintain Traveler Information

Identification Address Communication **Air** Car Hotel Credit Card

Vendor

AL	Preferred Loyalty #
NW	Y 1111111111
AA	Y 743984632

Add Delete

Airline: ☐ Preferred

Loyalty number: Set

Seat

No Smoking Aisle

Booking memo

Meal

Type Convert

Diabetic Meal

Booking memo

Other

Home airport:

Home city: CHI

☒ E-ticket

First Special Request

Second Special Request

OK Cancel

520

522

524

526

528

FIG. 5D

9/63

Maintain Traveler Information

Identification Address Communication **Air** Car Hotel Credit Card

Vendor

Vendor	Preferred	Loyalty #
AL	Y	34324342
ZE		343214123
ZL		99812643
ZT	Y	

Add Delete

Vendor: ☐ Preferred Loyalty number: Set

Vehicle

Class: ☐ Air Conditioning

Type: ☒ Automatic Transmission

Other

Special Instructions

Booking Memo

OK Cancel

530 532 534 536

FIG. 5E

10/63

Maintain Traveler Information

1)ID 2)Address 3)Communication 4)Air 5)Car 6)Hotel 7)Credit Card 8)International 9)Rail

Vendor

Chain	Preferred	Loyalty #	Discount #

Add Delete

Chain: ☐ Preferred

Loyalty Number:

Discount Number: Set

Other

Room Type: Standard

Special Instructions

Bed Preference: None Smoking Preference: None

Description

please add fax machine

Add... Remove

Booking Memo

OK Cancel

538

540

542

FIG. 5F

11/63

Maintain Traveler Information

Identification Address Communication Air Car Hotel **Credit Card**

Vendor

Air	Car	Hotel	Vendor Number	Description	Expiration
	✓		CA 1928374651938460	PersonalMasterCard	0199
✓			DS 9984726354812740	myDiscover	1198
	✓		CA 5478590041030299	TestMasterCard	1099

Add Delete

Vendor: American Airlines Credit Card

Number:

Description:

Expiration date:

☐ Preferred for Air ☐ Preferred for Car ☐ Preferred for Hotel **Set**

OK Cancel

544

546

FIG. 5G

12/63



The image shows a graphical user interface window titled "Determine Policy". The window has a standard title bar with a close button (X) in the top right corner. Inside the window, there are three input fields arranged vertically. The first field is labeled "Company:" and contains the text "Medtronic". The second field is labeled "Sub Unit:" and contains the text "Information Technology"; this field has a small downward-pointing arrow on its right side, indicating it is a dropdown menu. The third field is labeled "Traveler Type:" and contains the text "Salespersons"; this field also has a small downward-pointing arrow on its right side, indicating it is a dropdown menu. At the bottom right of the window, there are two buttons: "OK" and "Cancel". A reference numeral "548" is positioned to the right of the "Sub Unit:" field.

Determine Policy

Company: Medtronic

Sub Unit: Information Technology

Traveler Type: Salespersons

OK Cancel

~ 548

FIG. 5H

13/63

Maintain Arranger Traveler List

Search Criteria

Company: 3M

PIN:

Last name: j

First name:

MI:

Find

Traveler List (Ctrl+L)

Name	PIN	Business Phone	Home Phone
Jones Ayden Nicholas	10000001	+1-333-993-9933	
Johnson Pat	10000061	+1-612-555-9987x543	

Add **Remove**

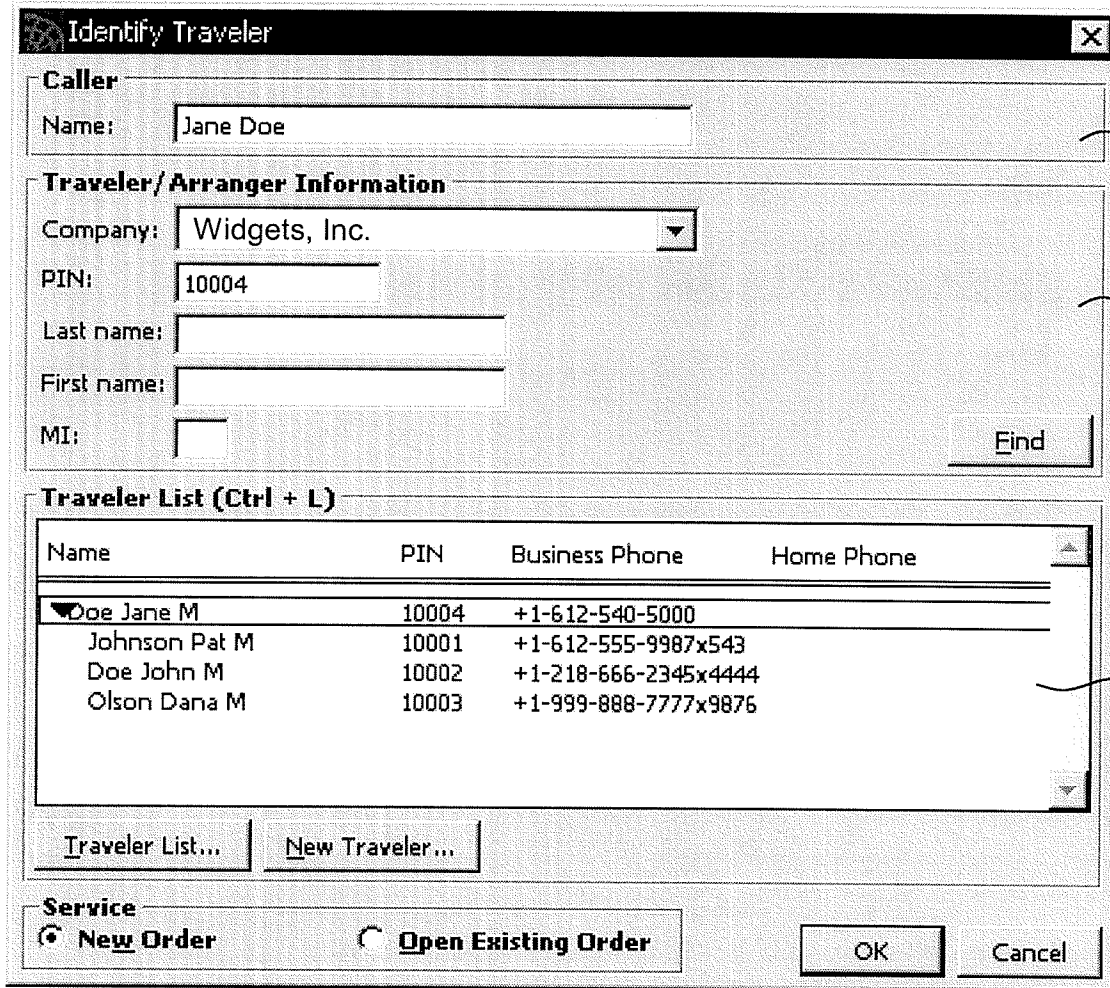
Travelers for arranger (Ctrl+T): Doe, Jane

Name	PIN	Business Phone	Home Phone
Johnson Pat	10000061	+1-612-555-9987x543	
Doe John	10000062	+1-218-666-2345x4444	
Olson Dana	10000063	+1-999-888-7777x9876	

OK **Cancel**

FIG. 51

14/63



The dialog box titled "Identify Traveler" contains several sections. The "Caller" section has a "Name:" label and a text box containing "Jane Doe". The "Traveler/Arranger Information" section includes a "Company:" label with a dropdown menu showing "Widgets, Inc.", a "PIN:" label with a text box containing "10004", and labels for "Last name:", "First name:", and "MI:" each followed by a text box. A "Find" button is located at the bottom right of this section. The "Traveler List (Ctrl + L)" section features a table with four columns: "Name", "PIN", "Business Phone", and "Home Phone". The table lists four entries, with the first entry expanded to show a dropdown arrow. Below the table are two buttons: "Traveler List..." and "New Traveler...". The "Service" section at the bottom has two radio buttons: "New Order" (selected) and "Open Existing Order". "OK" and "Cancel" buttons are at the bottom right.

Identify Traveler

Caller

Name: Jane Doe

Traveler/Arranger Information

Company: Widgets, Inc.

PIN: 10004

Last name:

First name:

MI:

Find

Traveler List (Ctrl + L)

Name	PIN	Business Phone	Home Phone
▼ Doe Jane M	10004	+1-612-540-5000	
Johnson Pat M	10001	+1-612-555-9987x543	
Doe John M	10002	+1-218-666-2345x4444	
Olson Dana M	10003	+1-999-888-7777x9876	

Traveler List... New Traveler...

Service

☒ New Order ☐ Open Existing Order

OK Cancel

FIG. 5J

15/63

Maintain Traveler Information [X]

1)ID 2)Address 3)Communication 4)Air 5)Car 6)Hotel 7)Credit Card 8)International 9)Rail

Documents

Country	Type	Identifier	Expiration
---------	------	------------	------------

Add Delete

Country: USA
Type: Passport
Identifier:
Expiration Date: 31 Set

Citizenship

Country
USA

Add Delete

Country: USA Set

OK Cancel

506

508

FIG. 5K

16/63

Maintain Traveler Information

1)ID 2)Address 3)Communication 4)Air 5)Car 6)Hotel 7)Credit Card 8)International 9)Rail

Rail

Seat Type: No Preference

Seat Direction: No Preference

Smoking: No Preference

OK Cancel

FIG. 5L

17/63

600

602

Inventory Window [X]

✈ Air F5
🚗 Car F6
🏠 Hotel F7

Air Availability Search

Date: 14OCT 31 From: MSP To: MCO Time: 7a Airline: Cnx

Find Tariffs... Schedules...

1) Su 14OCT MSP-MCO

1	2	3	AL	Flt	From	To	Depart	Arrive	Eqp	Stp	Meal	Availability
1	-	P	NW	586	MSP	MCO	7:30a	11:42a	320	0	P9 F7 Y9 B9 M9 H0 Q0 V0 K0	604
-	-	-	SY	428	MSP	MCO	12:45p	4:50p	738	0	Y4 B0 M0 H0 Q0 V0 L4 W0	
1	-	P	NW	584	MSP	MCO	1:10p	5:14p	725	0	P9 F1 Y9 B9 M9 H9 Q0 V0 K0	
1	-	P	NW	592	MSP	MCO	3:00p	7:06p	D10	0	P9 F9 Y9 B9 M9 H9 Q9 Y9 K9	
1	-	P	NW	886	MSP	MCO	7:00p	11:06p	320	0	P9 F4 Y9 B9 M9 H9 Q9 Y9 K9	
-	-	-	DL	897	MSP	ATL	7:00a	10:34a	M80	0	F7 A7 Y7 B7 M7 H7 Q7 K7 L7 U7	
-	-	-	DL	349	ATL	MCO	11:35a	1:03p	764	0	F7 A7 Y7 B7 M7 H7 Q7 K7 L0 U0	

Booking class (Alt+B): Y

Reserve Air Details... More

Reserved Flights (Alt+End)

Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
14OCT	HP	612	Y	MSP	LAS	O	7:25a	8:36a	320	0	S			HK
14OCT	HP	196	Y	LAS	SAN	X	9:10a	10:15a	733	0				HK
19OCT	HP	402	Y	SAN	PHX	O	7:00a	8:13a	320	0				HK
19OCT	HP	750	Y	PHX	MSP	X	9:21a	2:25p	319	0	S			HK

Low Fare Search... Price... Seats/Meals... Confirm WL Cancel Flight

Menu [F12] Manual Air... Save Order Close

606

FIG. 6A

18/63

Low Fare Search

Low Fare Search Criteria

Air Components

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
✓	-	-	15OCT	AA	1182	N	DEN	DFW	M	7:09a	10:02a		0				SS
✓	-	-	15OCT	AA	1464	N	DFW	ATL	O	11:02a	2:05p		0				SS
✓	-	-	18OCT	AA	1355	N	ATL	DFW	M	7:06a	8:20a		0				SS
✓	-	-	18OCT	AA	1427	N	DFW	DEN	O	9:32a	10:34a		0				SS

Preferred airlines:

Excluded airlines:

Flights: All

Travel window (+/- hrs): 1

☐ Include multi-airports
☐ No restrictions
☐ No penalty fares
☐ No advance purchase fares

Find

1) Reserved - 570.50

2) Alternate - 344.00 AA

3) Alternate - 345.50 AA

4) Alternate - 566.00 US

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Stops	Fare Basis
1	-	-	15OCT	AA	1182	N	DEN	DFW	O	7:09a	10:02a	0	NE14XN
1	-	-	15OCT	AA	1464	N	DFW	ATL	X	11:02a	2:05p	0	NE14XN
1	-	-	18OCT	AA	1355	N	ATL	DFW	O	7:06a	8:20a	0	NE14XN
1	-	-	18OCT	AA	1427	N	DFW	DEN	X	9:32a	10:34a	0	NE14XN

Reserve

Capture Low Fare

Vendor Messages

PENALTY APPLIES

RULES DATA NOT AVAILABLE FOR VALIDATION

Air Component Groupings (Alt+End)

Stored Fare	Low Fare	Compare Fare	Date	Airline	Flight	Cls	From	To
-	344.00	-	15OCT	AA	1182	N	DEN	DFW
			15OCT	AA	1464	N	DFW	ATL
			18OCT	AA	1355	N	ATL	DFW
			18OCT	AA	1427	N	DFW	DEN

Menu [F12]

Close

FIG. 6B

19/63

Price

Price Search

1	2	3	Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare basis	Status	E-Tkt
✓	-	-	15OCT	AA	1182	N	DEN	DFW	M	7:09a	10:02a		0				SS	Y
✓	-	-	15OCT	AA	1464	N	DFW	ATL	O	11:02a	2:05p		0				SS	Y
✓	-	-	18OCT	AA	1355	N	ATL	DFW	M	7:06a	8:20a		0				SS	Y
✓	-	-	18OCT	AA	1427	N	DFW	DEN	O	9:32a	10:34a		0				SS	Y

Pricing option: Lowest Available Fare ☒ Apply Contracts

Passenger type: Adult

Price

Tariffs...

Air Details...

Fare Details

Base (USD): 295.82
Ev: 0.00
Taxes: 48.18
Total (USD): 344.00

AL	From	To	Cxn	Fare basis	Base	SChrg	M/R
AA	DEN	DFW	O	NE14XN	0.00	0.00	R
AA	DFW	ATL	X	NE14XN	147.91	0.00	R
AA	ATL	DFW	O	NE14XN	0.00	0.00	R
AA	DFW	DEN	X	NE14XN	147.91	0.00	R

Alternate booking class:
Last day to ticket: 24MAY
Vendor messages
PENALTY APPLIES

Reserve

Show Taxes...

Air Component Groupings (Alt+End)

FC	Stored	Low	Compare	Just.	Tour code	VC	Comm.	Discount	Tkt desig.	Date	AL	Flight	Cls	From	To
-		344.00	-							15OCT	AA	1182	N	DEN	DFW
										15OCT	AA	1464	N	DFW	ATL
										18OCT	AA	1355	N	ATL	DFW
										18OCT	AA	1427	N	DFW	DEN

Fare Details

Menu [F12]

Close

FIG. 6C

20/63

Rules for Fare Basis Code: Y (NW MSP - DTW on 19990514)

P\$VMSP/DTW/14MAY/@Y*NW

GENERAL INFORMATION

CARRIER CODE: NW TARIFF: DFR-2
BOOKING CODE: Y YN RULE NO: 2000
TYPE OF FARE: NORMAL ONE WAY
CONSTRUCTION: RULE 165 -FARE CONSTRUCTION- DOES NOT APPLY

***** THESE SUBJECTS APPLY *****
MSP/DTW/14MAY/@Y/*NW
O GENERAL INFORMATION 10 PERMITTED COMBINATIONS

More Close

FIG. 6D

City	Type	Amount
DEN	XF	4.50
DFW	XF	3.00
ATL	XF	4.50
DFW	XF	3.00
DEN	ZP	2.75
DFW	ZP	2.75
ATL	ZP	2.75
DFW	ZP	2.75

Close

FIG. 6E

21/63

Seats/Meals/Special Requests

Air Components

Date	AL	Flight	Cls	From	To	Cxn	Depart	Arrive	Eqp	Stops	Meal	Seat	Fare Basis	Status
✓ 19AUG	UA	1490	Y	MSP	ORD	○	8:00a	9:14a	722	0				SS
✓ 22AUG	UA	353	Y	ORD	MSP	○	7:45a	9:07a	737	0				SS

View Seat Map... Cancel Seat

Seat

No Smoking Aisle

Reserve Seat Reserve All Seats

Meals

Diabetic Meal

Reserve Meal Reserve All Meals

Other Requests

To Complete a Party

Add Request Add Request To All

Existing Requests

Date	AL	Flt	SIPPCode	Status	Description
------	----	-----	----------	--------	-------------

Cancel Request

Menu [F12] Close

620

622

624

626

628

FIG. 6F

22/63

Flight UA1480 19AUG MSP - ORD

*** APOLLO SEAT MAP FOR UNITED AIRLINES ***
UA 1480 Y 19AUG MSP/ORD SEGMENT 01
EQUIPMENT: 722 CABIN CAPACITY : 135

05N	
06N	
07N	A B .	. E F	
08N	A B C	D E F	
09N	A B C	D E F	
10N	A B C	D E F	
11N	A B C	D E F	
12N	. . C	D E F	
13N	A B C	D E F	
14N	A B C	D E F	
15N	

Seat Request: 7A

Reserve

Close

FIG. 6G

23/63

Flight NW353Y 27JUN MSP - SFO

Available

Unavailable

Occupied

Preferred

Undesirable

Smoking

Graphical Seat Map - D4J

Front of Aircraft

	A	B		C	D	E	F	G		H	J	
B			10						10			B
			11						11			
			12						12			
			13						13			
			14						14			
			15						15			
W			16						16			W
W			17						17			W
W			18						18			W
W			19						19			W
W			20						20			W
W			21						21			W
WB			22						22			WB

Row

Seat

Seat request:

OK

Cancel

FIG. 6H

24/63

Flight UA417Y 14SEP DEN - SFO

Seat Map Legend

	Available		Preferred
	Unavailable		Undesirable
	Occupied		Smoking

Graphical Seat Map - 319

Front of Aircraft

	A	B	C		D	E	F	
				3				
				4				
				5				
				6				
W				7				W
W				8				W
W				9				W
W				10				W
W				11				W
W				12				W
W				13				W
W				14				W
W				15				W

	Row	Seat
Seat request:	<input type="text"/>	<input type="text"/>

OK

Cancel

FIG. 6I



FIG.6 J

26/63

629
630

Schedule Information

Schedule Search

Date

From

To

Time

Airline

14MAY

31

DFW

PHX

7a

Find

Schedule Summary (14MAY DFW-PHX)

1	2	3	AL	Flight	From	To	Depart	Arrive	Eqp	Stp	Operational Days
-	-	-	HP	336	DFW	PHX	6:30a	6:51a	735	0	X X X X X S
-	-	-	HP	336	DFW	PHX	6:30a	6:51a	735	0	SMTWTFX
-	-	P	AA	1673	DFW	PHX	8:05a	8:34a	M80	0	SMTWTFX
-	-	-	HP	2621	DFW	PHX	9:15a	9:35a	733	0	XMTWTFX
-	-	-	HP	2765	DFW	PHX	9:15a	9:35a	735	0	SXXXXXX
-	-	P	AA	563	DFW	PHX	9:24a	9:59a	M80	0	SMTWTFX
-	-	-	DL	1625	DFW	PHX	10:00a	10:34a	M80	0	SMTWTFX
-	-	P	AA	1927	DFW	PHX	10:41a	11:17a	M80	0	SMTWTFX
-	-	P	AA	261	DFW	PHX	11:49a	12:16p	M80	0	SMTWTFX
-	-	-	HP	2488	DFW	PHX	12:00n	12:17p	735	0	SMTWTFX
-	-	P	AA	1065	DFW	PHX	12:44p	1:18p	M80	0	SMTWTFX
-	-	P	AA	2243	DFW	PHX	2:10p	2:46p	M80	0	SMTWTFX

Air Details...

More

Close

FIG. 6K

27/63

The figure displays three sequential screenshots of a graphical user interface window titled "Air Details". Each window has a sidebar with radio buttons for selecting different tabs: General, Airport Information, Contract Information, Equipment, Flight Information, Journey Time/Stop Locations, Mileage, and Minimum Connection Time.

First Screenshot (General tab): The main content area displays flight details for United Air Lines. The "Airline Name" is "United Air Lines", "Departing from" is "Minneapolis, (MSP)", and "Arriving in" is "Chicago, (ORD)". A "Close" button is at the bottom right. A label "632" points to the right side of the window.

Second Screenshot (Airport Information tab): The main content area displays detailed information for Minneapolis/St Paul International Airport. It includes the airport name, code (MSP), city code, port of entry (YES), address (ST PAUL MN 55111), location (10 MI SE OF DNTWN MINNEAPOLIS, 8 1/2 MI SW OF DNTWN ST PAUL), and directions (FROM WEST: ARPT EXIT OFF FWY 494, FROM EAST: MINN 5 TO ARPT EXIT, FROM NORTH: HIAWATHA AVE TO MINN 55 TO MINN 5 WEST TO ARPT EXIT). A "Close" button is at the bottom right. A label "634" points to the right side of the window.

Third Screenshot (Contract Information tab): The main content area displays contract details for TSSUA22. It includes "General Air Contract Information" (Vendor: UA, Preference Level: 2, This is a Negotiated Contract), "Date Information" (Valid from 09/18/1998 to 12/01/1999, Except For: 09/04/1998 to 09/04/1998), "Discount Section" (TSSUA22 22% off front end only to all domestic, TSSUA22 markets including Hawaii and Canada, TSSUA22 Lowest available fare type), and "Restrictions Section" (TSSUA22 Day/Time: Not applic for Sat. travel). A "Close" button is at the bottom right. A label "636" points to the right side of the window.

FIG. 6L

28/63

638

Tariff Display

Tariff Search

Date: 22AUG 31 MSP ORD Airline: Fare Type: Adult - Normal/Excursio Global Indicator: None

☐ No Restrictions ☐ No Penalty Fares ☐ No Advance Purchase Fares

Find

Tariff Summary (22AUG MSP-CHI)

1	2	3	FareBasis	Cls	AL	OW	RT	AP	Min/Max	Eff	Exp	FTD	LTD	M/R	GI	RI
-	-	-	IR14NR		NJ		118.00	14D	1D					R		
-	-	-	P QES21BN		NW		236.00	21D	6D/30D					R		
-	-	-	P VE215NR		AA		236.00	21D	6D/30D					R		
-	-	-	P HOE21NQ		UA		236.00	21D	6D/30D					R		
-	-	-	P QES21NN		DL		236.00	21D	6D/30D					R		
-	-	-	P V14NR		NJ	119.00		14D						R		
-	-	-	P HE21NQ		UA		257.00	21D	6D/30D					R		
-	-	-	P QE21NN		DL		257.00	21D	6D/30D					R		
-	-	-	P QE21NR		NW		257.00	21D	6D/30D					R		
-	-	-	P V21ENR		AA		257.00	21D	6D/30D					R		
-	-	-	P HES14NN		DL		315.00	14D	6D/30D					R		
-	-	-	P QE145NR		AA		315.00	14D	6D/30D					R		
-	-	-	P MOE14NQ		UA		315.00	14D	6D/30D					R		
-	-	-	P HES14BN		NW		315.00	14D	6D/30D					R		
-	-	-	P H7NR		NJ	159.00		7D						R		
-	-	-	P HE14NR		NW		343.00	14D	6D/30D					R		
-	-	-	P HE14NN		DL		343.00	14D	6D/30D					R		
-	-	-	P ME14NQ		UA		343.00	14D	6D/30D					R		
-	-	-	P Q14ENR		AA		343.00	14D	6D/30D					R		
-	-	-	P B1NR		DL	100.00		1D						R		

640

Rules... More Calculator... Close

FIG. 6M

29/63

Wrap Up Main Window

Recap Travel Order

Store Fares

Form Of Payment

Ticketing/Delivery

☐ Recap Refused

Departure	City	Type
11/17/1999	Los Angeles (LAX)	Air

Mr./Ms. Jones is Confirmed for travel on Northwest Airlines flight number 303 in booking class Y scheduled to depart from Minneapolis (MSP) on We 17NOV at 5:00p arriving in Los Angeles (LAX) at 6:59p on a 757.
This is a nonstop flight.
There is no meal service offered.

Mr./Ms. Jones is Confirmed for travel on Northwest Airlines flight number 308 in booking class Y scheduled to depart from Los Angeles (LAX) on Th 25NOV at 3:20p arriving in Minneapolis (MSP) at 8:52p on a D10.
This is a nonstop flight.
There is no meal service offered.

Menu [F12] ▾

Deferred Tasks...

Remarks...

Ticket Copy

Itinerary Copy

Ok

Cancel

642

FIG. 6N

30/63

651

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

Stored Fare	Date	From To	Tkt Type	Exchange	FOP	Split
344.00	15OCT	DEN	ATL			

650

Ticket Type
Departure date/time: 15OCT 709a
Last day to ticket: 24MAY
Ticket type: Electronic Ticket
☒ Split via MCO
MCO document number: 3323233454
☐ Split via itinerary remark

Form of Payment
Travel type: Business
Amount: USD 219.00
FOP Description: AirTravelOnly
Vendor: American Express
Number: 3700000000000028
Expires: 12/01

Split Payment
Travel type: Personal
Amount: USD 125.00
FOP Description: myAMEXcard
Vendor: American Express
Number: 3700000000000028
Expires: 12/01

652

Client Defined Data for Form of Payment

Description	R	P	Type	Value
HOLD	✓		Traveler Static	QWER-7890
Department Number			Transactional	33212
HOLD	✓		Sub Unit Static	12345

505

Editable at: TIF and WrapUp
Mask: NNNNN Minimum: 3 character(s)
Value: 33212 Set

Exchange Expected... Exchange Information... Set

Menu [F12] Save Order Defer Ticketing Ticket Now Close

FIG. 60

31/63

656

658

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

Ticket
Last day to ticket: 24MAY
Ticket issuance: 31
Printer location: TDC
Printer:

Itinerary Delivery
Delivery method: Fax
Receive by: 23MAY
Fax: 763-212-4300
Email: tssua@carlson.com
Inserts:

Delivery Address
Address type: Work
Attention: Rick Anderson
Mail stop:
Company: Mercury Three
Address line 1: 123 Main St
Address line 2:
City: Atlanta
State/Province: GA Postal code: 30303
Country: USA
Telephone: 763-212-0684

Menu [F12] Save Order Defer Ticketing Ticket Now Close

FIG. 6P

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

Price Search

1	2	3	Date	AL	Flight	CLS	From	To	Cxn	Depart	Arrive	Equip	Stops	Meal	Seat	Fare basis	Status	E-Tkt
✓	-	-	14OCT	HP	612	L	MSP	LAS	O	7:25a	8:36a	320	0	5			SS	Y
✓	-	-	14OCT	HP	196	V	LAS	SAN	O	9:10a	10:15a	733	0				SS	Y
✓	-	-	19OCT	HP	402	M	SAN	PHX	O	7:00a	8:13a	320	0				SS	Y
✓	-	-	19OCT	HP	750	Q	PHX	MSP	O	9:21a	2:25p	319	0	5			SS	Y

Pricing option:

Passenger type:

Fare Details

Price	Manual Price...	Tariffs...	Air Details...
Base (USD): 388.84			
Ev: 0.00			
Taxes: 53.66			
Total (USD): 442.50			

Alternate booking class: 23MAY
Last day to ticket:
Vendor messages

Air Component Groupings (Alt+End)

FC	Stored	Low	Compare	Just.	Tour code	VC	Comm.	Discount	Tkt	Design.	Date	AL	Flight	CLS	From	To
-	-	442.50	-	-	-	-	-	-	-	-	14OCT	HP	612	Y	MSP	LAS
-	-	-	-	-	-	-	-	-	-	-	14OCT	HP	196	Y	LAS	SAN
-	-	-	-	-	-	-	-	-	-	-	19OCT	HP	402	Y	SAN	PHX
-	-	-	-	-	-	-	-	-	-	-	19OCT	HP	750	Y	PHX	MSP

Override Options - no designator

Tour code:

Commission: 5% VC:

AL Flight CLS Ticket designator

HP 612 L
HP 196 V
HP 402 M

Endorsements

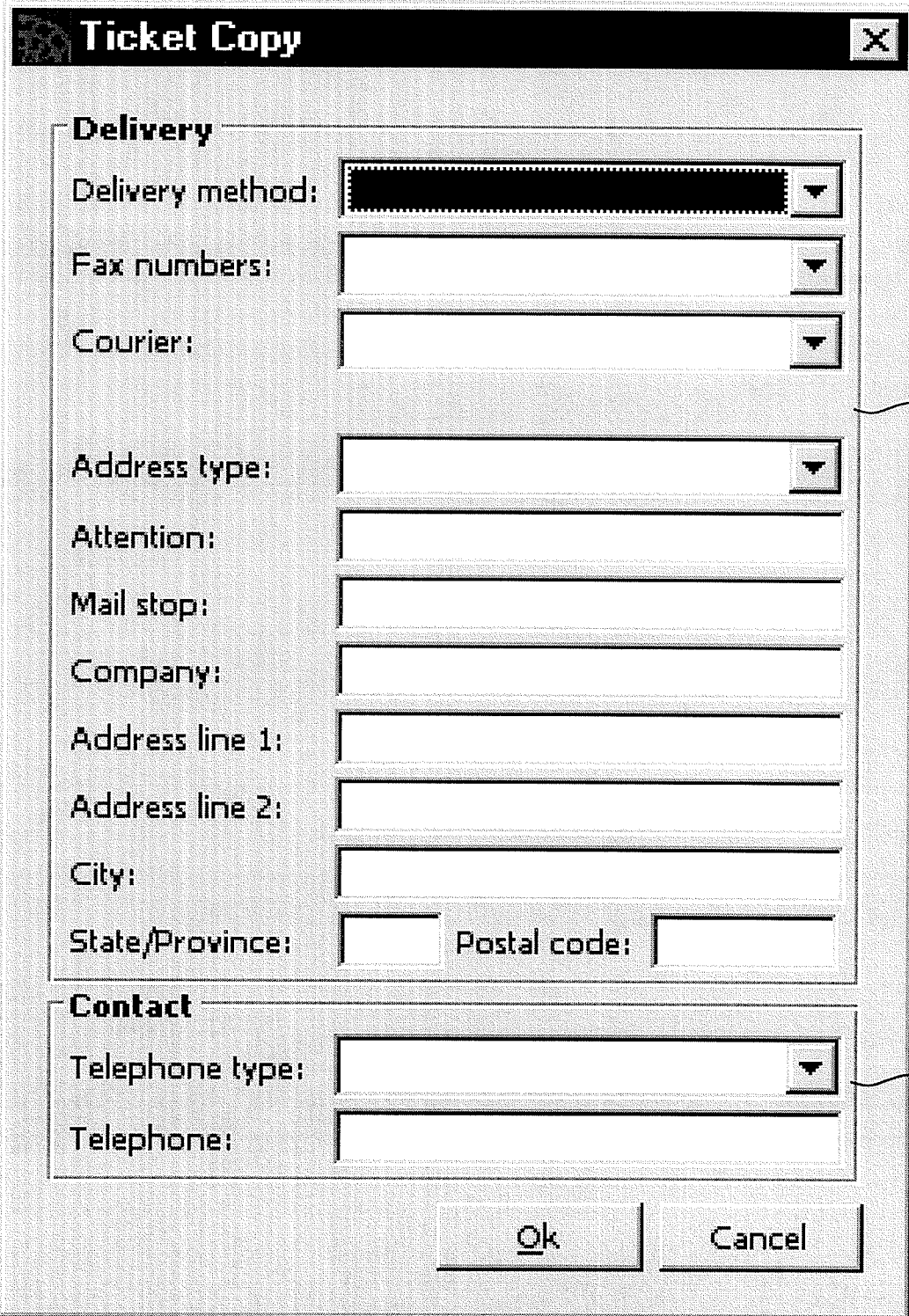
Buttons: Reserve, Store Fare, Show Taxes...

Buttons: Compare Fare, Justification..., Edit Manual Fare..., Delete Grouping, Existing Documents..., Edit Compare Fare..., Edit Low Fare..., Fare Details

Buttons: Menu [F12], Save Order, Defer Ticketing, Ticket Now, Close

FIG. 6Q

33/63



The image shows a graphical user interface window titled "Ticket Copy" with a close button (X) in the top right corner. The window is divided into two main sections: "Delivery" and "Contact".

Delivery Section:

- Delivery method:** A dropdown menu.
- Fax numbers:** A text input field.
- Courier:** A dropdown menu.
- Address type:** A dropdown menu.
- Attention:** A text input field.
- Mail stop:** A text input field.
- Company:** A text input field.
- Address line 1:** A text input field.
- Address line 2:** A text input field.
- City:** A text input field.
- State/Province:** A text input field.
- Postal code:** A text input field.

Contact Section:

- Telephone type:** A dropdown menu.
- Telephone:** A text input field.

At the bottom of the window are two buttons: "Ok" and "Cancel".

Reference numerals 664 and 665 are present. 664 points to the "Delivery" section, and 665 points to the "Telephone type" dropdown menu.

FIG. 6R

34/63

Emulator Window

Supplier

*RQ97n6

** THIS PNR IS CURRENTLY IN USE **

RQ97N6/M4 MSPOU QH2/M4 AG 24746735 28DEC

1.1DOE/JANE

1 DL 857Y 08APR DFWMCO HK1	730A 1050A *	TH	E
2 DL 199Y 11APR MCO DFW HK1	1235P 226P *	SU	E

*** SEAT DATA EXISTS *** »9D

FONE-MSPAS/800-283-1462

TKTG-T/THISISADUMMYTICKETINST

ACKN-DL TOH6X1 28DEC 2141

2 DL TOH6X1	28DEC 2218
3 DL TOH6X1	28DEC 2222

»

9D

SEGMENT 01

DL 0857 Y 08APR DFW MCO

01. DOE	J	HS	22A	N	*NO BOARDING PASS*
---------	---	----	-----	---	--------------------

SEGMENT 02

DL 0199 Y 11APR MCO DFW

01. DOE	J	HS	10A	N	*NO BOARDING PASS*
---------	---	----	-----	---	--------------------

»

Save and Close

FIG. 6S

35/63

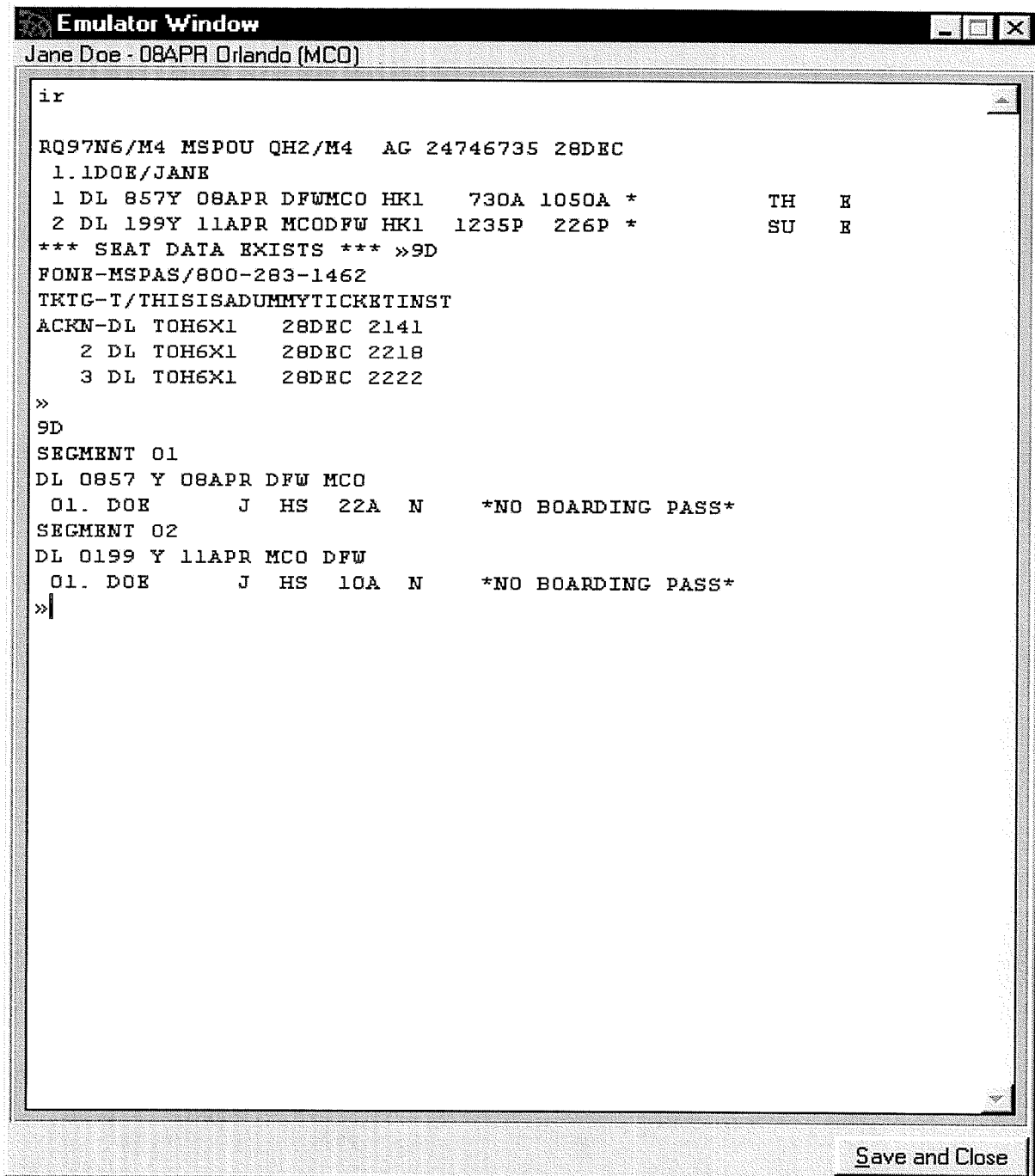


FIG. 6T

36/63

676

Add Remarks

Travel Components (Ctrl+T)

Travel Order	2JUN	TW	MSP	MSY
Air	7JUN	TW	MSY	STL
Air	7JUN	TW	STL	MSP

674

Remarks (Ctrl+R)

- Reservation Changes
- Reserved in First Class
- ✓ **Seat Assignment Guarantee**
- Frequent Flyer Restriction
- Freeflow Remark
- Bag Allowances Requirements
- Revised Itinerary
- Airport Construction
- Confirm Status at Check-in
- Domestic Check-In Requirements

Remarks Summary List (Ctrl+L)

Category	Component	Description
Air	2JUN TW539 MSP MSY	Note: Southwest Airlines does not refund lost or stolen tickets
Air	7JUN TW286 MSY STL	Note: Seat assignments guaranteed until 30 minutes before departure
Air	TravelOrder	Note: Airport may require departure taxes at check-in

678

FillIn Remark

Verify status at check-in - you are waitlisted for (...)

Enter free form text

enter some text here

OK Cancel

680

FillIn Remark

Verify status at check-in - you are waitlisted for (...)

✓ a lower fare
a first class seat
an alternate fare

OK Cancel

682

FIG. 6U

37/63

690

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

Stored fare	Date	From	To	Fee amount	Fee FOP
344.00	15OCT	DEN	ATL		

Service Fee Summary

Service	Amount
✓ Air Domestic Fee	20.00
Air Intl Fee	20.00
Car/Hotel Only Fee	15.00

Fee amount: USD 20.00
Waive fee: ☐
FOP Description: AirTravelOnly
Vendor: American Express
Number: 3700000000000028
Expires: 12/01
Set

Menu [F12] Save Order Defer Ticketing Ticket Now Close

FIG. 6V

38/63

694

Itinerary Copy

Itinerary Delivery

Delivery method: **E-Mail**

Receive date: **23MAY**

Fax: **763-212-4300**

Email: **tssua@carlson.com**

Printer location: **TDC**

Printer:

Inserts:

Delivery Address

Address type: **Work**

Attention: **Rick Anderson**

Mail stop:

Company: **Mercury Three**

Address line 1: **123 Main St**

Address line 2:

City: **Atlanta**

State/Province: **GA** Postal code: **30303**

Country: **USA**

Telephone: **763-212-0684**

692

OK Cancel

FIG. 6W

39/63

700

The screenshot shows a software window titled "Inventory Window" with a standard Windows-style title bar (minimize, maximize, close buttons). The interface is divided into several sections:

- Reservation Type:** Includes radio buttons for "Direct" (selected) and "Availability Search".
- Car Availability Search:**
 - Destinations (Ctrl+T):** A list box containing "ORD 19AUG22AUG", pointed to by label 702.
 - Vendor:** A text field containing "ZE".
 - Pickup:** Fields for Date ("19AUG"), Time ("31"), Location ("ORD"), and Address ("Airport").
 - Dropoff:** Fields for Date ("22AUG"), Time ("31"), Location ("ORD"), and Address ("Airport").
 - Car Information:** Fields for Class ("Full Size"), Trans ("Automatic"), Type ("4 Door"), and AC ("Yes").
- Additional Details:**
 - Car membership: "None" (dropdown).
 - CD#: "ZE80780" (text field).
 - Frequent flyer: "None" (dropdown).
 - Guarantee: "CA-0299 TestMas" (dropdown).
 - Special Instructions: A text area.
- Buttons:** "Reserve", "Car Details...", and "Special Equip..." are located below the details section.
- Reserved Cars (Ctrl+V):** A table listing reserved cars, pointed to by label 710.

Vendor	Pickup	Dropoff	Type	Rate	Status	Miles	Mile Charge	Discount
ZE	ORD	ORD	F	\$.00	SS	0		80780
- Footer:** Includes a "Menu [F12]" dropdown, a "Manual Car..." button, and "Save Order" and "Close" buttons.

Labels 704 and 706 point to the "Car Availability Search" and "Car Information" sections respectively.

FIG. 7A

40/63

Inventory Window

Air F5 Car F6 Hotel F7

Reservation Type
☐ Direct ☒ Availability Search

Car Availability Search

Destinations (Ctrl+T)
ORD 19AUG22AUG

Vendor: ZE Category: Standard or Defa Period: Daily

Date Time Location Address
Pickup: 19AUG 31 914a ORD Airport
Dropoff: 22AUG 31 645a ORD Airport

Car Information
Class: Full Size Trans: Automatic
Type: 4 Door AC: Yes

Find

Availability (Ctrl+A)

1	2	3	Vendor	Location	Pickup	Dropoff	Type	Rate	Status	Guar	Miles	Mile Charge
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$72.99	S	G	Unlimited	0
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$77.99	S	G	Unlimited	0
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$83.99	S	G	Unlimited	0
-	-	-	ZE	ORD	19AUG	22AUG	FDAR	\$91.99	S	G	Unlimited	0

Additional Details

Car membership: None CD#: ZE80780 Special Instructions
Frequent flyer: None Guarantee: CA-0299 TestMas

Reserve Car Details... More Special Equip... Rules...

Reserved Cars (Ctrl+V)

Vendor	Pickup	Dropoff	Type	Rate	Status	Miles	Mile Charge	Discount
ZE	ORD	ORD	F	\$.00	SS	0	80780	

Cancel Car

Menu [F12] Manual Car... Save Order Close

FIG. 7B

41/63

Modify Car Components Request/Remarks

Tu 10AUG ZE Type: ICAR Club: 718
Pick-up: 10AUG 1:10p - DEN Rate: \$195.25/Unlimited Miles
Drop-off: 20AUG 11:30a - DEN Conf: A610052E908 Status: Confirmed

Car Reservation Details 716

	Date	Time	Location	Address
Pickup:	10AUG 31	110p	DEN	Airport
Dropoff:	20AUG 31	1130a	DEN	Airport

Car Information 706

Class: Intermediate Trans: Automatic
Type: Car AC: Yes

Additional Details 722

Car membership: None Corp Discount #: ZE80780
Frequent Flyer: None Guarantee: VI-9334 personal/Visa

Special Instructions 720

Must be a black car

Special Equip... Car Details... OK Cancel

FIG. 7C

42/63

808

Inventory Window

Air F5 Car F6 Hotel F7

Destinations (Alt+T)

SAN 14OCT 19OCT

Hotel Availability Search

Contract hotels All hotels Available hotels Source: TSS

When
Check-in: 14OCT 31
Check-out: 19OCT 31

Who
Number of Adults: 1
☒ Apply Contracts

Where
Search by: Reference Point
Ref. Point: Location
Zip Code
Distance: Reference Point
Find Ref. Point...

Show Only
Chain code:
Property:
Find

1) All 14OCT-19OCT Zip Code: 55441 2) All 14OCT-19OCT MSP 3) All 14OCT-19OCT MSP 4) All 14OCT-19OCT MSP

1	2	3	Chn	Property Name	Address	Dis	Dir	Location	Rate
-	1	-	FN	FAIRFIELD INN BURNSVILLE	14350 NICOLLET COURT	10	S	City	USD 58-67
-	1	-	FN	FAIRFIELD COON RAPIDS	8965 SPRINGBROOK DRIVE	17	N	City	USD 58-67
-	1	-	FN	FAIRFIELD INN ROSEVILLE M	3045 CENTRE POINT DRIVE	11	N	City	USD 62-71
-	1	-	FN	FAIRFIELD INN EDEN PRAIRI	11325 VIKING DRIVE	10	W	Suburb	USD 66-89
-	1	-	HX	HAMPTON INN MSP - MINNET	10420 WAYZATA BLVD	11	N	City	USD 69-79
-	1	-	TO	TOWNPLC STS MSP DTWN	525 2ND STREET NORTH	8	N	City	USD 71-116
-	1	-	HX	HAMPTON INN MINNEAPOLIS-	3000 EAGANDALE PLACE	4	SE	Suburb	USD 71-89
-	1	-	HX	HAMPTON INN MINNEAPOLIS	4201 W 80TH ST	7	W	City	USD 74-84
-	1	-	HI	HOLIDAY INN AIRPORT	1201 W 94TH ST	6	S	Airport	USD 75-95
-	1	-	FN	FAIRFIELD BLOOMINGTON	2401 E 80TH ST SOUTH	5	S	Suburb	USD 77-89
-	1	-	XV	SPRINGHILL SUITES EAGAN	3635 CRESTRIDGE DR	4	S	Suburb	USD 84-

Property Availability... Hotel Details... More

Reserved Hotels (Alt+End)

Reserved	Chain	Property	Location	Check-in	Check-out	Rate	Room
Direct	FN	FAIRFLD MPLS/COON R	MSP	14OCT	19OCT	58.00 USD	CRL

Modify Room/Rate... Cancel Hotel

Menu [F12] Manual Hotel... Save Order Close

FIG. 8A

43/63

Hotel Property Availability x

FAIRFIELD COON RAPIDS
8965 SPRINGBROOK DRIVE
COON RAPIDS, MN 55433
Phone number: 7637858922
Fax number: 7637858922

Check-in: 14OCT
Check-out: 19OCT
Currency code: USD
Guarantee:
Room desc:

Rate	Room Type
58.00	CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
58.00	CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT
69.95	REGULAR RATE * 2 QUEEN BEDS * MAX 4 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST
79.95	REGULAR RATE * 1 QUEEN BED * MAX 2 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST

[More](#)

Additional Details

Number of rooms: Number of adults:

Frequent guest: CD#:

Frequent flyer: Guarantee:

Justification:

Special Instructions

Bed Preference: Smoking Preference:

Description
Above First Floor

[Add...](#) [Remove](#)

[Reserve](#)

Vendor Messages

KING NONSMOKING--ON REQUEST
TITANIC EXHIBIT IN NASHVILLE TENNESSEE 03MAY TO
31AUG *** STAY WITH FAIRFIELD INN BY MARRIOTT ***
FREE SHUTTLE SERVICE TO EXHIBIT ***** SEE HOD73430 *

[Hotel Details...](#) [Hotel Rules...](#) [Close](#)

813
814
818
816
817

FIG. 8B

44/63

The screenshot shows a 'Hotel Manual Reservation' window with the following sections and fields:

- Stay Details:** Check-in: 19AUG, 31; Check-out: 22AUG, 31; Location: ORD; Rooms: 1; Room type: Deluxe; Beds: 1, King.
- Property Details:** Chain code: HH; Property name: Hilton Palmer House; Address: 17 Monroe Street; City: Chicago; State/Province: IL; Postal code: 60606; Phone number: 312-555-1212. Buttons: Contracts..., Clear.
- Supplied To Hotel:** Frequent guest #: None; Frequent flyer #: UA-123456789; Corp discount #: None; Guarantee card: VI-1234 MyVisa. Special Instructions: (empty text area).
- Recorded From Hotel:** Room rate: \$129.00, USD, Negotiated, Commission is available; Cancel policy: Cancel by 4pm; Conf. number: 123456789; Conf. memo: Jodi. Buttons: Reserve, Close.

Reference numerals 820, 822, 824, and 826 point to the Stay Details, Property Details, Supplied To Hotel, and Recorded From Hotel sections, respectively.

FIG. 8C

45/63

Modify Hotel [X]

Tu 10AUG	DENVER CENTRAL	Type: Direct Reservation	Room: KING
Chk-in: 10AUG		Rate: \$87.00/	Guar:
Chk-out: 20AUG		Conf: 67993378	Status: Confirmed

Reservation Details

Check-in: 10AUG	Check-out: 20AUG	Number of adults: 1	Number of rooms: 1
-----------------	------------------	---------------------	--------------------

Additional Details

Frequent guest #:	None	Corp discount #:	None
Frequent flyer #:	None	Guarantee card:	None

Special Instructions

Coffee pot in room

Hotel Details... OK Cancel

828 830 818 834

FIG. 8D

46/63

900

Manual Limousine Reservation

Limousine Reservation Details:

Vendor name: Other St, Paul Limo Service

Phone number: 612-555-1234

Period: Hourly

Type: Standard Limo

Number of limousines: 1

Guarantee card: AX370000000000028 12/01

Itinerary remarks: The driver will be holding a sign with your name on it.

Primary time: PickUp

Pickup Details:

Date/time: 28JUN 31 515p

Location: MSP

Address type: <New Address>

Address/location: Minneapolis Airport check-in level.

Phone number:

Dropoff Details:

Date/time: 28JUN 31 7p

Location: MSP

Address type: Home

Address/location: 5701 Pine Island Rd - 270 Tamarac, Florida 33321

Phone number: 111-111-1111

Recorded from Rental Agency:

Cancel policy: Cancel 2 hours prior to PickUp to avoid 100% penalty

Contact name: Julie W.

Confirmation #: 121-1122

Rate amount: 35.00 Currency: USD

Add Close

910

912

914

916

FIG. 9

47/63

Copy Travel Order Components for Peter Dalmada

Component Summary

✓ 12JUL	UA	1170	H	MSP ORD	7a 812a
✓ 12JUL	UA	506	W	ORD BOS	845a 1158a
✓ ZL	12JUL 12n	BOS	13JUL 7p	BOS	IC
✓ 13JUL	UA	531	W	BOS ORD	745p 923p
✓ 13JUL	UA	1889	H	ORD MSP	1023p 113p

Modify Air Component

Date: 12JUL Booking class: H

Set

Identify Traveler... OK Cancel

FIG. 10

Additional Information

1) Encode 2) Decode 3) Converter 4) Time

Encode

- ☐ Airport
- ☒ City
- ☐ Air Vendor
- ☐ Car Vendor
- ☐ Hotel Vendor
- ☐ Country Name

Search for: las Find

Encode List

Code	Description
WTU	Las Tunas xx CU
QLA	Lasham xx GB
LPA	Las Palmas xx ES
LRU	Las Cruces NM US
LSH	Lashio xx MM
LSP	Las Piedras xx VE
LTL	Lastourville xx GA
LVS	Las Vegas NM US
■ LAS	Las Vegas NV US
LCS	Las Canas xx CR
LGT	Las Gaviotas xx CO
LHS	Las Heras SC AR
LKR	Las Khoreh xx SO
LLH	Las Limas xx HN
LLS	Las Lomitas FO AR

Close

FIG. 11A

48/63

Additional Information [X]

1) Encode 2) Decode 3) Converter 4) Time

Decode
☒ Airport
☐ City
☐ Air Vendor
☐ Car Vendor
☐ Hotel Vendor
☐ Currency
☐ Country

Search for:

Decode List

Description
LAS McCarran International - Las Vegas, NV USA

FIG. 11B

Additional Information [X]

1) Encode 2) Decode 3) Converter 4) Time

Currency Criteria

Convert To Currency Code:

Convert From Currency Code:

Currency Amount:

Results: 1500 CAD to USD

Rate of Exchange:

Amount:

FIG. 11C

49/63

Additional Information

1) Encode 2) Decode 3) Converter 4) Time

Airport/City Code

Airport/City Code

Local time in MSP is 3:51pm, Tuesday, 20JUN.
Local time in YUL is 4:51pm, Tuesday, 20JUN.
MSP is 1 hour(s) earlier than YUL.

FIG. 11D

50/63

Travel Documents

☐ Travel Order Documents
☒ Traveler Unused Documents
☐ All Traveler Documents

Type	Travel Date	Carrier	Cnx	From	To	Fare Basis	Price	Ticketing Date	Invoice #	Status	Ticket #
ATB	14APR00	012		MSP	DFW		207.00	09FEB00	000002208	Allocated For Exchange	9900130593
ATB	14APR00	NW	O	MSP	DFW	V	200.00				9900130593
	15OCT00	016		ORD	PHL		229.44	09FEB00	000002209	Allocated For Exchange	9900130594
	16OCT00	UA	O	ORD	PHL	VRA2IN	111.18				9900130594
	18OCT00	UA	O	PHL	ORD	VR21ON	92.02				9900130594
Electronic Ticket	15MAR00	006		FLL	BOS		175.34	11FEB00	000002237	Allocated For Exchange	9900130631
	15MAR00	DL	O	FLL	BOS	L7SALE	77.37				9900130631
	22MAR00	DL	O	BOS	FLL	L7SALE	75.51				9900130631
WCO		001					50.00	10FEB00	000002627	Unused Exchange	9900000000

New Status (Ctrl+N) :

FIG. 12A

51/63

1206

Order History

Category Type

- ☐ Air
- ☐ Car
- ☐ Hotel
- ☐ Other
- ☐ Rail
- ☐ Reconciliation
- ☐ Stored Fare
- ☐ Ticketing
- ☐ Travel Order
- ☐ Output Management
- ☐ Deferred Task
- ☐ Limousine
- ☐ Service Fee

Category	Date/Time	Action	Description	Counselor	Caller
Travel Order	23MAY01 10:54 a	Create	Travel Order created; record locator LSZFM6	scotto	Rick Anderson
Reconciliation	23MAY01 10:55 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Reconciliation	23MAY01 10:55 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Reconciliation	23MAY01 10:55 a	Reconciliat...	Travel component(s) being created from supplier record	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	1 AA N 1182 DEN 15OCT 709a DFW 18OCT 1002a Confirm #: WAWAWW Status: HK Ba...	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	2 AA N 1464 DFW 15OCT 1102a ATL 15OCT 205p Confirm #: WAWAWW Status: HK Bas...	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	4 AA N 1427 DFW 18OCT 932a DEN 18OCT 1034a Confirm #: WAWAWW Status: HK Ba...	scotto	Rick Anderson
Air	23MAY01 10:56 a	Create	3 AA N 1355 ATL 18OCT 706a DFW 18OCT 820a Confirm #: WAWAWW Status: HK Base...	scotto	Rick Anderson
Reconciliation	23MAY01 10:56 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Reconciliation	23MAY01 10:56 a	Reconciliat...	Travel component not found on supplier record was removed from travel order	scotto	Rick Anderson
Reconciliation	23MAY01 10:56 a	Reconciliat...	Travel component(s) being created from supplier record	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	1 AA N 1182 DEN 15OCT 709a DFW 18OCT 1002a Fare Basis:	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	2 AA N 1464 DFW 15OCT 1102a ATL 15OCT 205p Base Fare: 0 Fare Basis:	scotto	Rick Anderson
Stored Fare	23MAY01 10:21 p	Create	Fare: 1 Taxes: Tax Amount: 22.18 Tax Code: US Tax Amount: 15 Tax Code: XF Tax Am...	scotto	Rick Anderson
Stored Fare	23MAY01 10:21 p	Create	Fare: 1 Status: Setup in Progress Stored: 23MAY 1021p Type: Electronic Ticket Base Far...	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	4 AA N 1355 ATL 18OCT 706a DFW 18OCT 820a Fare Basis:	scotto	Rick Anderson
Air	23MAY01 10:21 p	Modify	5 AA N 1427 DFW 18OCT 932a DEN 18OCT 1034a Base Fare: 0 Fare Basis:	scotto	Rick Anderson
Ticketing	23MAY01 10:22 p	Create	Print On Ticket Flag: FALSE Reporting Field Name: Project Code Reporting Field Tag: U3 ...	scotto	Rick Anderson
Ticketing	23MAY01 10:22 p	Create	Print On Ticket Flag: FALSE Reporting Field Name: Department Number Reporting Field T...	scotto	Rick Anderson
Stored Fare	23MAY01 10:31 p	Create	Payment Information: Type: 1 Vendor: AX Account #: 370000000000028 Exp: 200112...	scotto	Rick Anderson
Car	23MAY01 10:37 p	Create	3 ZD ATL 15OCT 205p ATL 18OCT 606a Confirm #: 46192326JES Status: HK CD #: 57...	scotto	Rick Anderson
Travel Order	23MAY01 11:36 p	Create	Vendor Req 1 ADTK 1V PL Msg: 2 3TKNM/N1/ BY 2359/24MAY CST	scotto	Rick Anderson
Travel Order	23MAY01 11:36 p	Create	Vendor Req 2 ADTK 1V AA Msg: FARE RULES STILL APPLY	scotto	Rick Anderson
Travel Order	23MAY01 11:36 p	Create	Vendor Req 3 ADTK 1V AA Msg: FARE RULES STILL APPLY	scotto	Rick Anderson

Close

FIG. 12B

52/63

Create Deferred Task

Task category list (Ctrl+T)

- ▼ Air
- Manual Book
- Manual Cancel
- Manual Change
- Book Charters
- Book Corporate Jet
- Upgrade
- Special Needs
- Seat Assignment
- Fly/Rail/Drive analysis
- Manual Pricing
- Advise International Requ

DT group: International

Start by: 18JAN

Complete by: 19JAN

359p 359p

☐ Ticketing dependent task

Comments

Needs wheel chair

OK Cancel

1302

1306

1304

FIG. 13A

53/63

The screenshot displays a software window titled "Deferred Tasks" with a standard Windows-style title bar (minimize, maximize, close buttons). The window is divided into two main sections. The top section, labeled "Task Summary List (Ctrl+T)", contains a table with the following columns: Traveler, Travel Order, Description, Start, Due, and Status. A task is selected, and its details are shown in the bottom section, labeled "Task Manual Book".

Traveler	Travel Order	Description	Start	Due	Status
▼ Johnson, Pat	Denver (DEN)	Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready
		Air - Manual Book	15JAN	15JAN	Ready

The bottom section, "Task Manual Book", is titled "Deferred Task for Testing only". It contains several input fields and buttons:

- A large text area for notes.
- Buttons for "Open Travel Order..." and "Set".
- Fields for "Group:" (Domestic), "Status:" (Ready), "Reason Code:", and "Reason Text:".
- Fields for "Start by:" (15JAN) and "Complete by:" (15JAN).
- Fields for "Start time:" (912p) and "Complete time:" (912p).
- A "Close" button at the bottom right.

Reference numerals 1308 and 1310 point to the task list and the task details section, respectively.

FIG. 13B

54/63

Traveler Service System - Gulzar, Aamir

File Edit User Functions Open/Work Help

Pat M Johnson
Caller: james.gardner
Phone:

Pat M Johnson
Medtronic
Information Technology
Dundalk, Minnesota

Premium Offerings
Frequent flyer upgrade
Justification codes
Meet and greet

Profile Summary
Information is verified.
Active 03AUG98 to 25DEC00.
PTN #: 10001
Traveler type: Project Management

Policy Summary
Is VIP
Require Authorization B4 Booking
No Rebelling Credit Card Override
Allow Corp. Credit Card Override
Use CMT 4123/Passport Svc

Travel Order
New Travel Order 15JUN Denver (DEN)
Air... [F5] Car... [F6] Hotel... [F7]

Component Summary (Ctrl+P)

	TU 15JUN	NW 559	Seat	725 / Non-Stop
Depart:	MSP 8:00a		Meal:	FFI
Arrives:	DEN 9:03a		Basst:	Status: Confirmed

	Fr 18JUN	LUA 1769	Seat	757 / Non-Stop
Depart:	DEN 8:00a		Meal:	FFI
Arrives:	LAX 9:22a		Basst:	Status: Confirmed

Additional Details
Locator: RVASSG
NW - Northwest Airlines 559
Ticket #: Not ticketed
Associated Remarks: Note:
Airport may require departure
taxes at check-in
Note: Electronic Ticket - receipt
and boarding pass issued at gate.
Note: Reconfirm International
flights at least 72hrs in advance
Note: Reconfirm
Flights-Southwest does not
admitte of schedule changes
Special Requests: None

Total air fare:

Deferred Task Summary (Ctrl+K)

Task	Description	Start	Due	Status
Internal	Air - Manual Book	15JAN	15JAN	Ready
Comments	Air - Manual Book	15JAN	15JAN	Ready
Internal	Air - Manual Book	15JAN	15JAN	Ready
Comments	Air - Manual Book	15JAN	15JAN	Ready

Comments
Aamir Deferred Task for Testing only

Create Task... Pull Task... Default group: Domestic

Wrap-up... [F3] Order History... Cancel Order Ignore Changes Save Order Close Order

Profile... [F2] Policies [F3] Clear Traveler

Phone OK NonPhone

FIG. 13C

55/63

1324

1320

Create Deferred Task

Task type list (Alt+T)

- ▼ Ticketing
- Pending receipt of document from client for exchange
- Manual Air Ticketing
- Pending receipt of document from client for void/other

Existing Documents...

Group: Ticketing

Start: 23MAY **Finish by:** 24MAY

Time: 1054p **Time:** 1054p

☐ Must complete before ticketing

Comments

OK Cancel

FIG. 13D

56/63

1400

1402

1404

1406

1408

Modify Customer Service Item

Description: TEST

Contact name: Dawn

Travel type: Business Origination: Call

Creation date: 18FEB00 Days open: 123

Respond by: 19FEB00 Resolve by: 19FEB00

Category Information (Ctrl+G)

Category: Air Sub category: Date booked incorrectly

Vendor: Nations Air Express

Vendor name:

Responsibility Information (Ctrl+R)

Party: Carlson Wagonlit Travel Sub party: CWT Employee

Party name: Dawn

Action Information (Ctrl+I)

Status	Action description
Completed	Payout authorization needed-Payout recieved due to client fjdklslnfk
Needed	Written correspondence to traveler-Write letter

Action: Payout authorization needed

Description: Payout recieved due to client fjdklslnfk

Add Set Complete Delete

OK Cancel

FIG. 14

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS

INVENTOR'S NAME: Greg Udelhoven, et al.

SERIAL NO.: 09/886,457 DOCKET NO.: 1340.002US1 REPLACEMENT SHEET

57/63

1502

1504

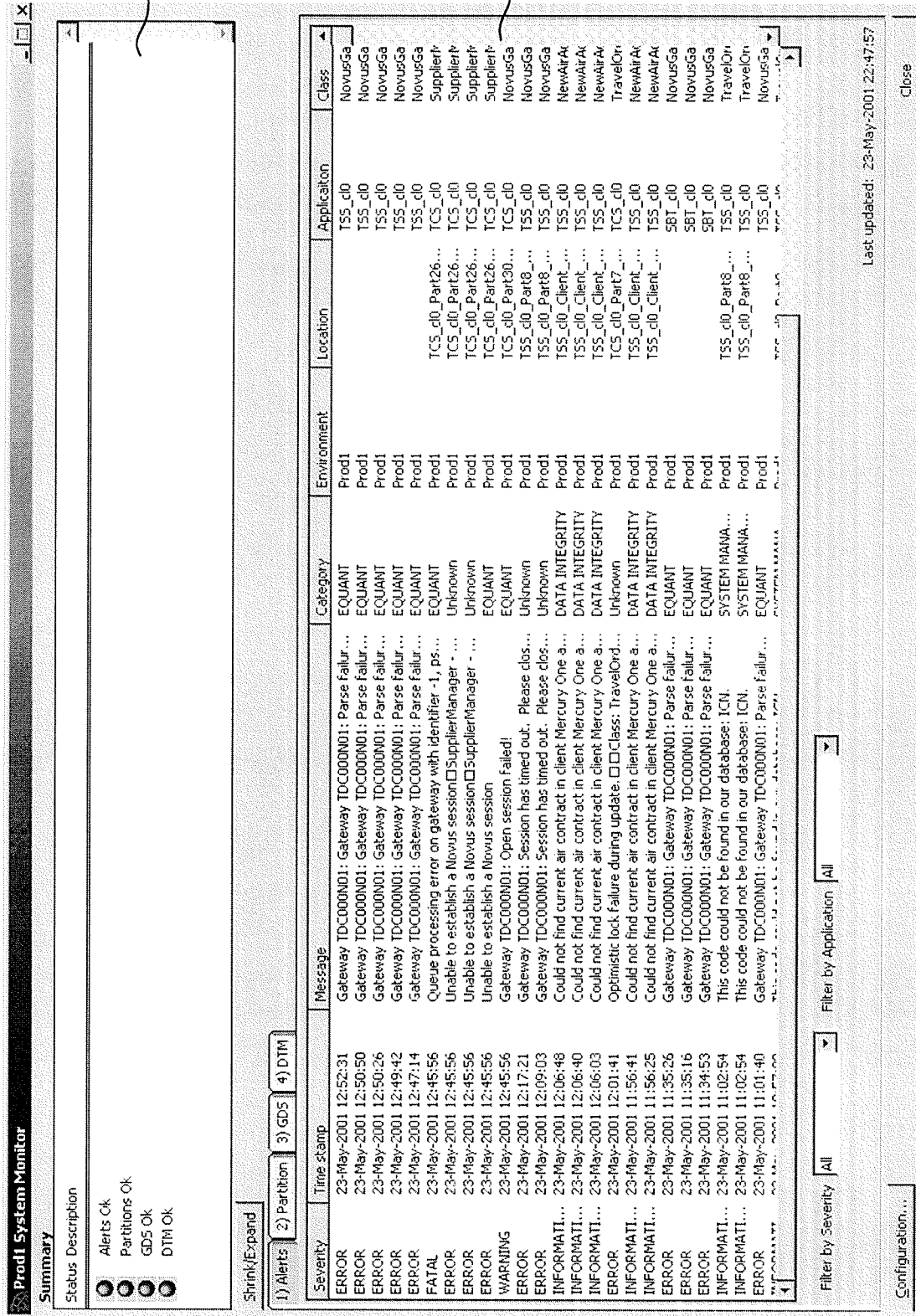


FIG. 15A

58/63

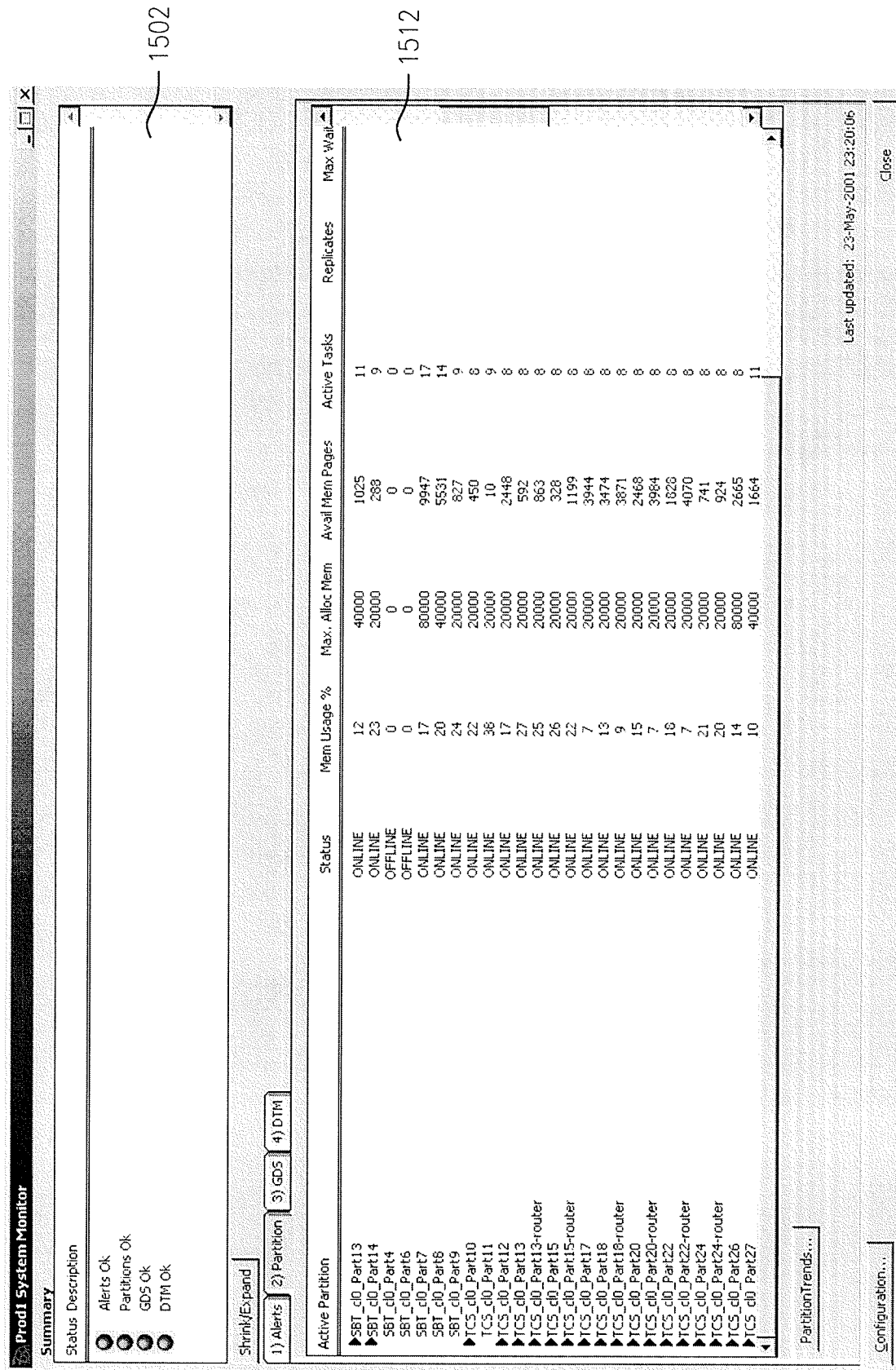


FIG. 15B

59/63

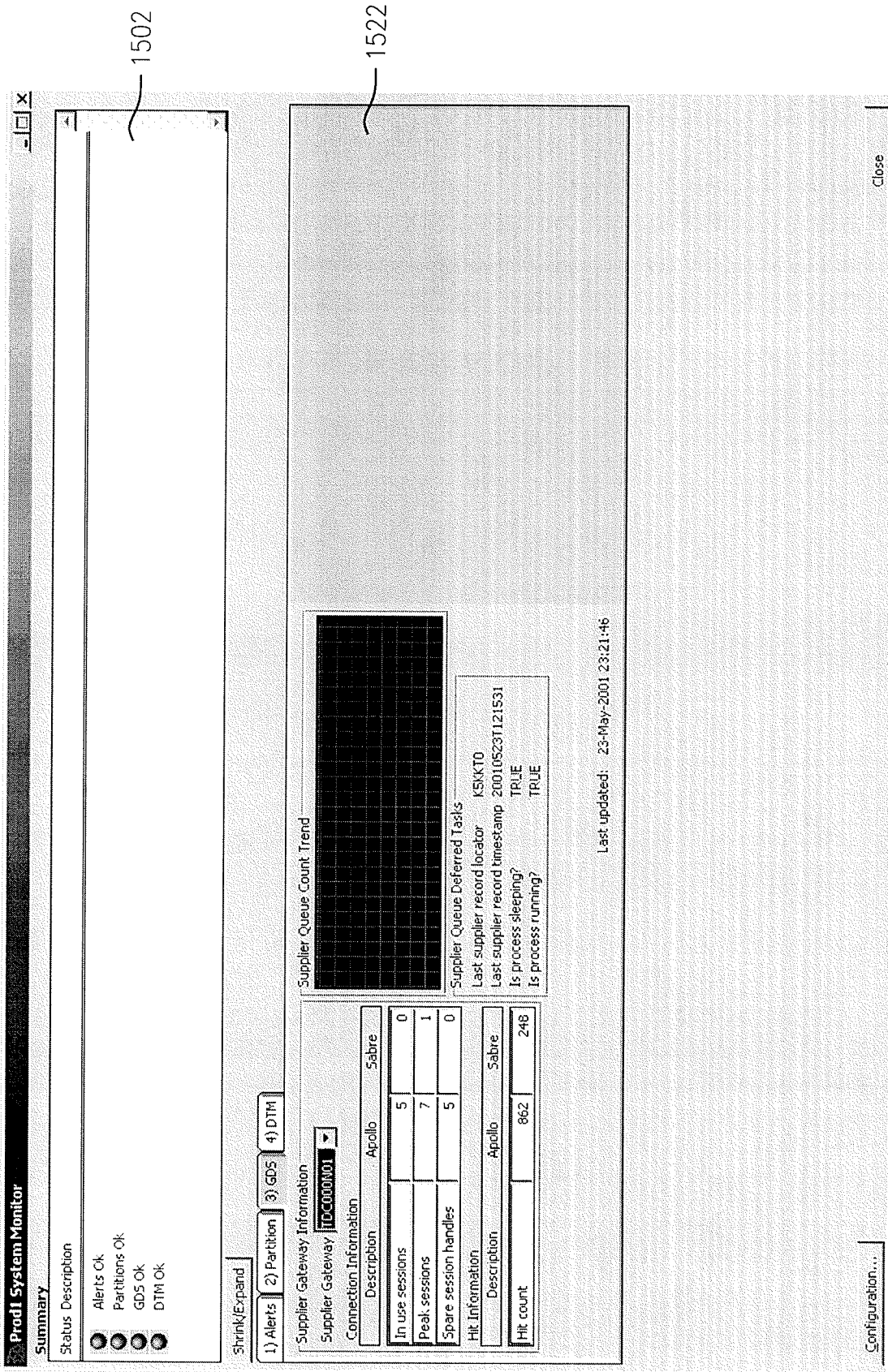


FIG. 15C

60/63

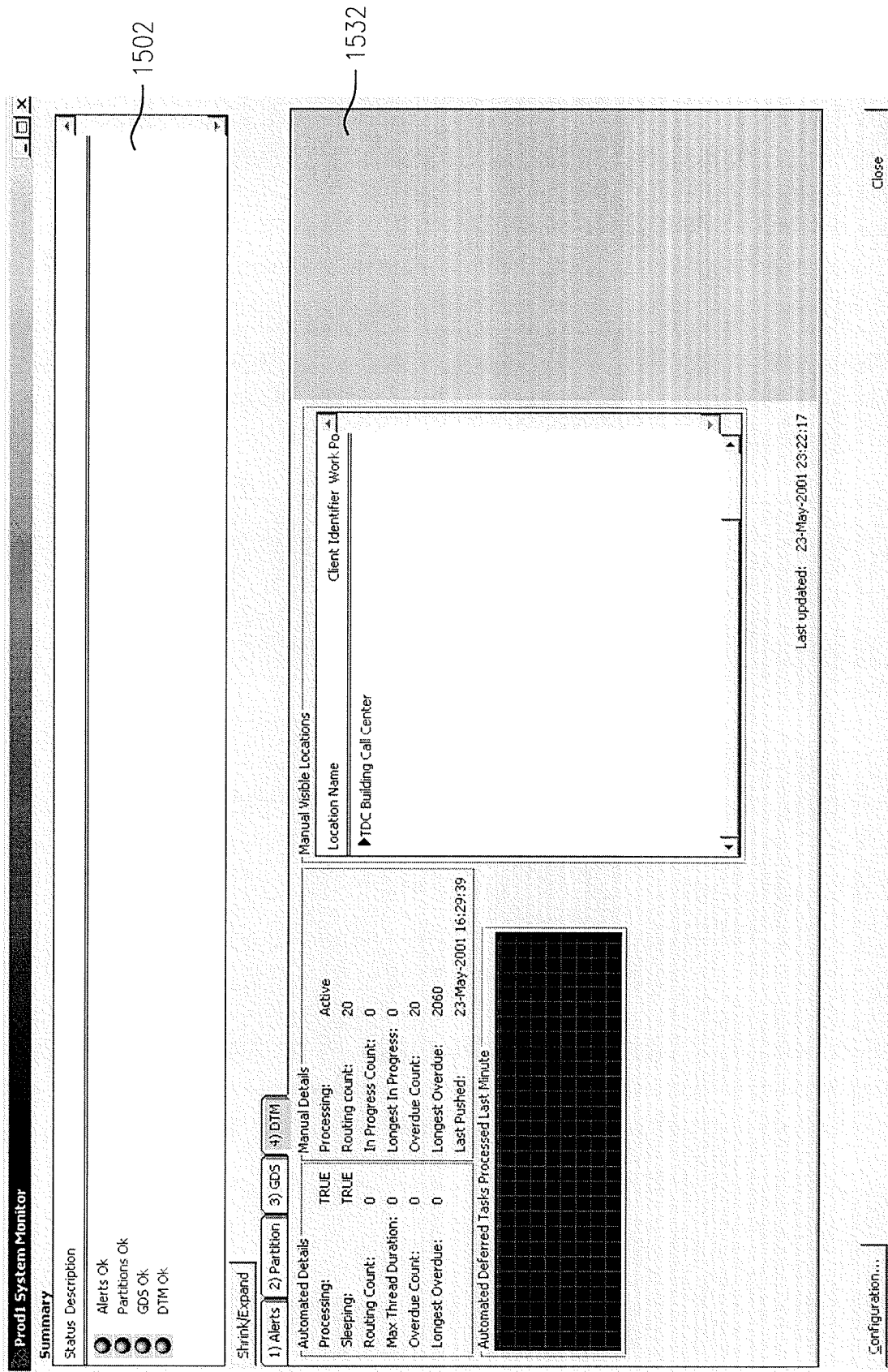


FIG. 15D

61/63

Maintain CWT Services

CWT Services

Name	Type	Category	Active	Expires
Air Domestic Fee	Core	Other	06/28/2000	01/01/2100
Air Intl Fee	Core	Other	06/28/2000	01/01/2100
Air Reserve	Core	Air	06/28/2000	01/01/2100
Air Ticket	Core	Ticketing	06/28/2000	01/01/2100
Car Reserve	Core	Car	06/28/2000	01/01/2100
Car/Hotel Only Fee	Core	Other	06/28/2000	01/01/2100
Client Care Network	Core	Other	04/04/2001	12/31/2099
Client Data	Core	General	06/28/2000	01/01/2100
Client Data Validation	Core	Other	06/28/2000	01/01/2100
E-Ticket	Core	Ticketing	06/28/2000	01/01/2100

Add Service **Delete Service** **Edit Policy Items...**

Name: Air Reserve

Type: ☒ Core ☐ Premium

Category: Air

Active: 06/28/2000

Expires: 01/01/2100

Set

Save Close

1602

1604

FIG. 16A

Edit CWT Travel Policies

CWT Policies

Name	Data Type	Value	Active	Expires
Book Air via CRS only	Flag	FALSE	06/28/2000	04/23/2001
Air-Both CRS & Non-CRS	Flag	TRUE	06/28/2000	11/16/2000
1st Class Allowed	Text	OK Over 8 Hours	06/28/2000	01/01/2100
Alternate Airport	Text	Offer Standard	06/28/2000	01/01/2100
Alternate Transportation	Text	Commuter, Helicopters OK	06/28/2000	01/01/2100
Busn Class Allowed	Text	OK Over 8 Hours	06/28/2000	01/01/2100
Conx/Direct w/stops ok	Text	Offer	06/28/2000	07/23/2000
Earliest Outbound	Text	9:00 AM	06/28/2000	04/23/2001
Int'l Rate Desk Faring	Text	True	06/28/2000	04/23/2001
Latest Arrival	Text	10:00 PM	06/28/2000	04/23/2001

Add Policy **Delete Policy**

Description: 1st Class Allowed

Data Type: Text

Value: OK Over 8 Hours

Visible outside TSS: ☒ True ☐ False

Activation Date: 06/28/2000 **Set**

Expiration Date: 01/01/2100 **Set**

Ok **Cancel**

FIG. 16B

63/63

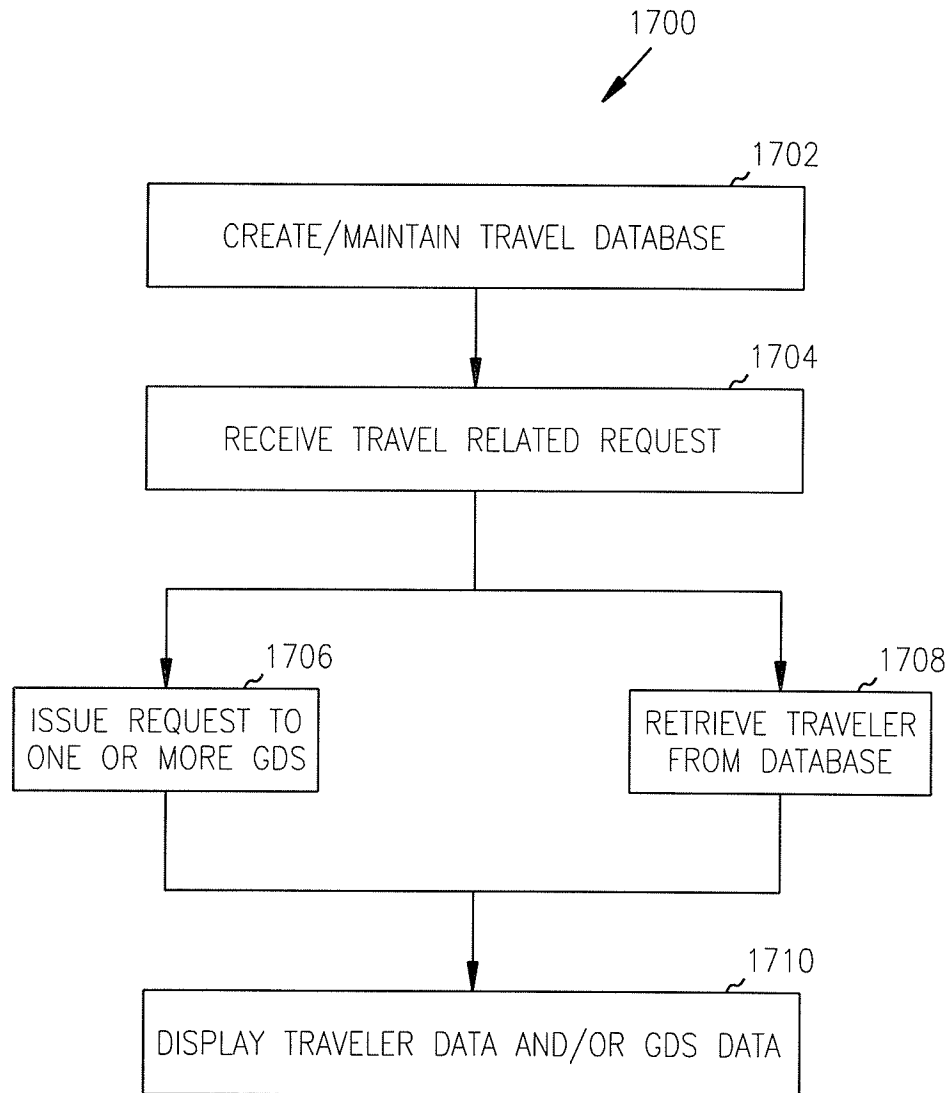


FIG. 17